

THE CUTTING EDGE

Issue 23

May to November 2014

From the Administrator



Walter Hekimian
Administrator



The staff at Edgemoor takes great pride in the service we provide to our residents. We believe our resident care is second to none and is among the very best in the nation, let alone California. For the past three years Edgemoor has been recognized by US News and World Report as one of the Best Nursing Homes in the country.

Earlier this year we applied for an American Health Care Association Silver Quality Award. The award has been in existence for 15 years and has been earned by fewer than 400 skilled nursing facilities throughout the nation. In California the number of winners totals less than 30. I am very pleased to inform you that Edgemoor joined this exclusive club in June and was honored at the AHCA annual convention in October.

This is a great testament to the quality of our staff and their commitment to the care of your loved ones. We will be vigilant in striving for excellence in resident service and ask for your continued support in our ongoing changes to address residents' needs as we build systems to enhance the quality of care they receive.

Walter Hekimian
Administrator, Edgemoor



COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY



LIVE WELL
SAN DIEGO

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Resident Events

Windwalker



Haunted House



Wheelchair Zumba



Managed Care Plans by Rebecca Ferrini MD Medical Director

San Diego County is part of an interesting experiment in care coordination. In this experiment, all residents with med-Cal funding will be placed in managed care programs.

Starting in the summer of 2014, through 2015, each resident who has Medi-Cal funding will receive a letter, asking them to make a choice and enroll in a managed care plan. The choices are Molina Health, Care First HMO, Community Advantage HMO and HealthNet HMO. So far, about half of the patients living at Edgemoor have been converted to these managed care plans and we are learning more all the time about how the new system will work. Here is what we have learned so far.

How do I choose a plan?

Most people choose a plan based on who is their primary physician. However, for Edgemoor things are different. Edgemoor doctors are not actually part of any plan at this time. So you may want to choose a plan based on a specialist you like to see or you can look at the ratings of each plan or quality indicators

What happens if I do not choose a plan at all

A plan will be chosen for you if you do not choose one. If you do not like the plan chosen, you can change it later.

Who is this new primary physician I have?

Each person is automatically assigned a primary care physician. But the doctors at Edgemoor are not being classified as primary care physicians. Edgemoor doctors will continue to coordinate your care while you are here. Your assigned plan primary doctor will not generally be coming to Edgemoor to see you. However, we may have to contact that person to ask permission to send you to specialist appointments. As long as you are in Edgemoor, you may not even see that primary doctor, but when you leave, that primary doctor will take over your care.

What about my specialist appointments

Any specialist you see has to be part of the health care plan's doctors list. So, when we make appointments, we undertake a detailed process to try to find doctors who are on your health plan.

I have Medicare and Medi-Cal—how does this impact me

You still have to enroll in a Medicaid managed care plan. You can keep "straight Medicare" for now by opting out or you have the added option of a Medicare-Medicaid program.

Does this mean I cannot stay at Edgemoor?

The law permits residents transitioned to these managed care programs to stay at Edgemoor at least a year. After that time, we just do not know what will happen. In some cases, the health plan may help you find a lower level of care that is appropriate for your needs. In other cases, we believe that Edgemoor will still be the best place for you. When we know more, we will be happy to share it with you.

What if I don't like the health plan decisions?

You can always register a complaint or appeal decision.

Who can provide more information? The social workers are a great source of information personalized to your situation. Call them at:

Cheryl Bright (Monte Vista & Santa Maria) (619) 596-5525

Patricia Marks (Barona & Pico) (619) 596-5547

Veronica McBride (Carillo & Sierra) (619) 596-6313

Medicare and Medi-Cal Resources

For help or more information on **enrollment**: Health Care Options 1-844-580-7272 www.healthcareoptions.dhcs.ca.gov

For questions about **Medicare coverage and services**: 1-800-MEDICARE (1-800-633-4227)

www.medicare.gov

If you have a **problem with your health plan**: Cal MediConnect Ombudsman 1-855-501-3077 or

Medi-Cal Managed Care Ombudsman 1-888-452-8609

For help **understanding your rights**: HICAP (Health Insurance Counseling & Advocacy Program)

1-800-434-0222 www.aging.ca.gov/hicap

What's New in Therapeutic Recreation!!

The holiday season began early this year with many special events sponsored by the Therapeutic Recreation Department and volunteers during the month of October.

The festivities for the month began on October 10 with the best, ever car show! Older vehicles, music and sweet treats make this a favorite event for the residents and staff at Edgemoor.

This wonderful, bi-annual event is coordinated by Dick Brown, volunteer.

Wheelchair ZUMBA for residents made its inaugural appearance on Monday, October 13. Residents gathered eagerly in the Barona Great Room for this new program and guess what; they have been meeting every Monday since then!! The fun and enthusiasm blossoms during the weekly ZUMBA hour at Edgemoor. Smiles, laughter, dancing and yes, even guest appearances by staff all make this a weekly highlight!

We were privileged to have a special program on 11/25/14 with Windwalker and her Native American drumming and dancing group outside on the patio. Windwalker was enthusiastically greeted by around 60 residents, family members, staff and friends! The performance included a narrative about the program, cultural traditions, an explanation of the dances and drumming. It was an experience that everyone enjoyed. For those who missed this performance Windwalker will be back on Friday, December 12 for another performance. Don't miss out!

The Haunted House was a big hit on Thursday, October 20th. The TR room was converted into a spooky, haunted house for the afternoon. We had so much fun! Residents and staff came and toured the scariest haunted house...at Edgemoor. It was full of surprises, and "YES" we did scare some folks, made some laugh and had a great time putting it all together.

In November the residents enjoyed big band music by Big Band Ambassadors, had the opportunity to discuss food choices and menus with John Pizzo and the Kitchen Club, attended Dessert Fest with family and volunteers, enjoyed performances from Rick Ross and Hawaiian Mix.

Anne Monaco & Team TR



Upcoming December events!

We're looking forward to a great holiday season! Here are some of the events that have already been scheduled and surely there are more to come. Please check out what special opportunities there are for this holiday season!

Tuesday, December 16: Christmas Sing-a-long with Lucy (after bingo) 11:00 in the Pico Neighborhood. Residents and staff can sing their favorite Christmas songs and get into the holiday spirit.

Friday, December 12: Windwalker Performance at 10:30 on the plaza or indoors if it's too cold.

Monday, December 15: Edgemoor Christmas Party! Celebrate the season with a jazz group playing your favorite Christmas tunes. Dance a little, sing a little and enjoy some goodies! The party begins at 2:00 p.m. in the multipurpose room/dining room area. Everyone welcome!

Wednesday, December 24: Traveling Christmas Party with the TR department to the neighborhoods.

Christmas Carolers are coming to sing for us as well. Listen for their sweet music the evenings of: December 16 and 18.

Medical Cards

Please provide copies of medical insurance cards including new Medi-Cal HMO insurance cards to Danielle Keene in the Business office. If you have any questions or concerns regarding billing or insurance contact Danielle at 619-596-5586

New Notice of Privacy Practices

Look for posters and flyers regarding new regulations for Privacy Practices. You may be asked to sign an ACKNOWLEDGEMENT OF NOTICE OF PRIVACY PRACTICES once a year. Health Information is protected for privacy and confidentiality. The notice describes how medical information about you may be used and disclosed and how you get access to this information.

From Nutrition Services by John Pizzo

December is always a festive month at Edgemoor with many events surrounding the holidays. These events generally involve lots of fun and tasty refreshments. The Annual Resident Christmas Party centers around Santa, Christmas music and lots of food and refreshments. On Christmas day we will serve a special holiday meal. The following week we prepare for the New Year and the events, food and refreshments that go along with them. We wish everyone fun over the next couple of months as well as a Happy and Joyous Holiday Season.

In October we introduced our new Sage colored insulated serviceware as well as new trays that feature a non-slip granite colored surface which will eliminate the need for placemats and/or sticky mats to prevent meal items from sliding around on the trays. We met with many of the residents to discuss food preferences at the facility. In doing so, we will be making changes to our menu offerings. We will be adding some additional alternates to the menu as well as more items to the snacks available on the neighborhoods. We also have discussed a special meal that we will provide once a month as requested by the majority of residents that attend our meetings.

In November we made some big changes to our diets. We will no longer have individuals on restrictive diets. Everyone will be on a regular diet with the appropriate texture for safety. Our regular diet will follow the guidelines for an overall healthy diet. The idea behind this is, special diets make individuals feel restricted and generally lead to dissatisfaction and/or non-compliance with their diet. Liberalization has shown to achieve many of the same results desired on restrictive diets. We will still offer different portion sizes for those needing weight maintenance. We hope to improve the overall satisfaction of the residents. For the Thanksgiving holiday, we continued with a variation of our new tradition of the "Piefest". We expanded the offerings and named it a "Dessertfest" for this year. For the event we invited all residents, families and staff to attend to share time with each other in celebration of the Thanksgiving Holiday. We offered at least 15 different types of desserts including pies, cakes, pastries, petit fours, cookies, etc. as well as a variety of beverages. The following week featured our traditional Thanksgiving Meal, turkey with all the fixin's.

We are always open to new menu ideas and recipes. We like to keep our menu healthy and appealing to all. If you have any comments or suggestions please let us know.



The 2014 Rock 'n' Roll Marathon & Half Marathon



Ramona, an Edgemoor resident accompanied a team raising funds to end Huntington's Disease.